

Chapter 2 - PROVIDER RESPONSIBILITIES AND EXPECTATIONS

REVISION DATE: 8/12/2016, 4/16/2014

EFFECTIVE DATE: March 29, 2013

REFERENCES: A.A.C R6-6-1001; A.A.C R6-6-1101; [Service Specifications](#); [DDD Rules](#); [ALTCS Rules](#)

All providers must have a valid AHCCCS identification number. If applicable, the provider must also have a National Provider Identifier (NPI), proper licensure according to state and federal regulations, and documentation indicating compliance with local fire and sanitation codes and regulations.

All providers must ensure each member's privacy is protected, in accordance with the privacy requirements in 45 CFR parts 160 and 164.

Qualified Vendors and Independent Providers will:

- A. Provide services in a manner that supports and enhances the member's independence, self-esteem, mutual respect, value, and dignity.
- B. Actively participate in the member's Planning Team meeting at the date, time, and location determined by the Division.
- C. Meet with the member and, if applicable, the primary caregiver prior to initiating service and obtain necessary information.
- D. Administer first aid and appropriate attention to injury or illness.
- E. Report incidents in accordance with the Division's Policy Manual.
- F. As required, submit progress reports and teaching strategies (including measurable data to validate the effectiveness of the service) to aid the Support Coordinator in assessing the continued need for the service.
- G. Notify the Support Coordinator to request a Planning Team meeting whenever there is a significant change in the member's status.
- H. Complete other assignments as determined by the Planning Team.
- I. Provide services as authorized by the Division.

Referrals for Potential Applicants for Developmental Home Licensure

A Qualified Vendor contracted by the Division for the recruitment of Developmental Home providers must inform a potential applicant for Developmental Home licensure of the requirements for licensure under A.A.C. R6-6-1001 or A.A.C. R6-6-1101 *Application for License*. The Qualified Vendor may not "counsel out" or in any way dissuade an applicant who wishes to apply to the Department for a developmental home license.

If the Qualified Vendor determines it is not able to work with an applicant who wishes to apply for a license, the determination may not be based on race, religion, national origin, sex, sexual orientation, gender identity or a similar protected class.

A Qualified Vendor must assist any applicant with whom they decline to work to find an alternative vendor or, if no alternative vendor is available, refer the applicant to the Division. The Qualified Vendor must transfer any application information to the alternative vendor or Division, as applicable.